



Malpas Surgery

Malpas, Cheshire SY14 8PS
Tel: 01948 860205



Friends & Family Survey Results

June 2025

Total No of Returns	90
Waiting Room	0
Website	0
Text Message	90

Overall, how was your experience of our service?

	% of returns
Very good	91
Good	8
Neither good nor poor	0
Poor	0
Very poor	1
Don't Know	0

Recommended

Good	The only issue was that it was 20 minutes late. Otherwise, ideal.
Good	3 month bloods No problems
Good	I rang the surgery on 13th June to make an appointment on 20th, but I was told by the receptionist there were no bookable appointments available and to ring on 20th to be seen the same day. I did as I was told and saw Dr Snowden the same day.
Good	Well informed about what was going to happen
Good	Dr was ok. Good service.
Good	All very efficient thank you.
Good	Was advised I needed an appointment in order to get an expedite letter. I'm also not keen on giving details of my illness to reception when everything is repeated and you can hear every word and patient name whilst you are in waiting room
Very Good	Seeing doctor Snowden was a brilliant experience. She listened to my problems and saw the urgency in it and was able to get me into the eye hospital at Chester that day to be looked at... I have been issued with more steroids as the dry spots on my eyes and very bad especially the right one.

Very Good	Rapid and excellent service as usual
Very Good	Pip explained everything to me about Metformin
Very Good	Excellent service
Very Good	Dr Henney is very good and knowledgeable.
Very Good	Dr Winning is very professional and caring, appointment was on time too
Very Good	Very thorough and caring, can't think of any improvements.
Very Good	On time appointment, very happy with information given .
Very Good	The whole patient experience was very professional
Very Good	Gave me information about my injection.
Very Good	The GP was very professional and i felt listened too.
Very Good	Brilliant service
Very Good	Only a B12 injection
Very Good	Vicci who I saw is always so lovely and kind and explained everything to me. Cannot fault anyone at the surgery they always look after me. Thank you.
Very Good	Very efficient appointment. Not rushed allowing a full discussion with GP
Very Good	Efficient receptionist and Dr Bell was very thorough
Very Good	Your nurse was very kind and efficient
Very Good	Nothing could have been done any better. All good thank you.
Very Good	Everyone I dealt with has been amazing, Sophie the nurse, Vicky the nurse, the receptionist (South African lady? Sorry I don't know her name and Doctor Henney is amazing. He has a really good rapport with patients; my partner also says the same thing.
Very Good	My appointment was on time; the nurse had a very pleasant manner and was very efficient.
Very Good	I rang to get another appointment after having one the previous week, I was offered the appointment that day after discussing the symptoms. Staff are always courteous and helpful.
Very Good	Very efficient
Very Good	The appointment ran to time and my stitches removed successfully
Very Good	Easy to check in and appointment on time
Very Good	The new surgery, apart from looking wonderful, is immaculately kept and clean, light. The appointments are well kept and streamlined with very little waiting time. The staff are very pleasant, and Malpas is very lucky to have this wonderful facility.
Very Good	I was treated with respect. Everything was explained to me in a way I understood and the importance of taking my medication regularly and hoe to tell the difference between COPD and Asthma
Very Good	I called at 8am and had an appointment booked for 10.30
Very Good	Was seen promptly and everything was explained to me
Very Good	Very efficient and considerate
Very Good	I had my issue dealt with in a professional manner
Very Good	Very pleased I was able to see Dr as soon as I needed to and great co-operation all round. I hope for a good outcome, but it was reassuring to receive a referral letter should it be needed
Very Good	I was seen within minutes, and I am very happy with the continued service I get from the surgery
Very Good	As ever, thoughtful, kindly, efficient....

Very Good	Usual professional and friendly service
Very Good	A very reliable and responsive service.
Very Good	The treatment i received was excellent and the doctor told me in layman terms very easy to understand
Very Good	She was very kind and professional. And my hand was soon much better after treatment.
Very Good	The ease of booking and punctuality were perfect as was the provision of the test .Thank you !Phill 👍
Very Good	The Dr was very thorough and explained everything well.
Very Good	The clinician was friendly and reassuring. The appointment was on time and the procedure carried out quickly and without any fuss. No improvements necessary, everything was done professionally but in a friendly way.
Very Good	Parking spaces were available in the carpark and seen on time
Very Good	Polite and cover. all my questions
Very Good	Excellent help, advice,
Very Good	Dr Winning was very understanding, took my mental health seriously and understood there was an underlying problem instead of just fobbing me off. He was excellent. Anything he could do better...be there permanently instead of locum.
Very Good	On time and pleasant service
Very Good	Everyone is very helpful
Very Good	Always an excellent service given by every one of the staff at Laurel Bank Surgery, we consider ourselves very lucky to be in the care of such an excellent practice.
Very Good	It's a calm place they are very helpful and friendly and make you feel at ease
Very Good	Really quick, lovely caring staff. I felt informed and happy. Thank you
Very Good	On time friendly manner
Very Good	Dr winning is very caring and lets you feel at ease, especially with my embarrassing problem
Very Good	All members of practice pleasant & efficient.
Very Good	N/A
Very Good	I was seen on time. All my questions and concerns were discussed and my medication was reviewed.
Very Good	Very pleasant
Very Good	Friendly, prompt and efficient.
Very Good	Friendly and professional
Very Good	As always, I was dealt with in the most proficient manner, the service was excellent.
Very Good	Running on time, wonderful air conditioning, brilliant doctor who cares
Very Good	The service is always brilliant, Thank you.
Very Good	Very considerate and thorough
Very Good	Service is excellent
Very Good	Great service and lovely staff
Very Good	Understanding staff
Very Good	The therapist was very helpful and listened carefully to me
Very Good	App on time. Problems discussed.
Very Good	Got referred to the hospital at my appointment

Very Good	It was efficient & the nurse was very good
Very Good	Nurse was lovely and efficient
Very Good	Last minute appointment. I was very uncomfortable with a urinary tract infection that may have passed but I was looked after well with consideration of the fact that I had my daughter's wedding in two days. I can't fault the care or empathy shown by both the receptionist and the doctor.
Very Good	I came for a blood test- very efficient practice nurse, very pleasant and friendly person.
Very Good	Pippa is trying to work out my type 2 diabetes and is doing her very best to explain what I must do.
Very Good	Excellent service
Very Good	Excellent surgery as always
Very Good	The nurse was brilliant. Explained everything. A nice person, friendly and approachable
Very Good	Dr Edney was amazing. He took time to really listen and advise. Probably the best GP experience I have had. He was excellent.
Very Good	Efficient and pleasant receptionist, appointment as soon as possible. Very kind Doctor David on time and helpful
Very Good	Efficient and on time
Very Good	I'm constantly impressed by Laurel Bank surgery, in a world where the NHS is struggling we are so lucky to have Laurel bank staff and Dr's to care for us . Thank you!
Very Good	Quick to get an appointment ease of getting the appointment
Very Good	Can't fault anything to do with Malpas surgery first class
Very Good	The follow up call that I received from the surgery was very helpful and constructive. Thank you.

Not Recommended

Very poor	Unprofessional staff with attitudes
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Passive

